

# MISSOURI VETERANS COMMISSION



*Annual Report*

*Fiscal Year 1996*

*July 1, 1995 - June 30, 1996*



# Dedication

By

Robert Buckner, Executive Director

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This year's Annual Report is dedicated to the residents, employees, and volunteers of the St. James Veterans Home, as they celebrate their 100th birthday. Few institutions are privileged to celebrate such an event by moving into a brand new facility.

The St. James Veterans Home represents a long and noble history of the pride Missourians take in those who served their country in military service. They have set the standard and provided the leadership necessary to enable the state to successfully embark on the creation of other veterans homes around the state.

Missouri takes great pride in all its veterans homes, and especially in St. James for successfully serving veterans' needs for 100 years.



**STATE OF MISSOURI**

Mel Carnahan  
*Governor*

**DEPARTMENT OF PUBLIC SAFETY**

Gary Kempker  
*Director*



**MISSOURI VETERANS COMMISSION**

Robert R. Buckner  
*Executive Director*

Mike Wekenborg  
*Deputy Director*

**COMMISSIONERS**

J. N. (Jack) Matthews  
*Chairman*

Carl Niewoehner  
*Vice-Chairman*

James S. Whitfield  
*Member*

Deborah I. Halter  
*Member*

Paul Gray  
*Member*

The Missouri Veterans Commission's Annual Report is published by the Commission and provided without charge. Commission headquarters is located at:

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**MISSOURI VETERANS COMMISSION**

**ANNUAL REPORT**

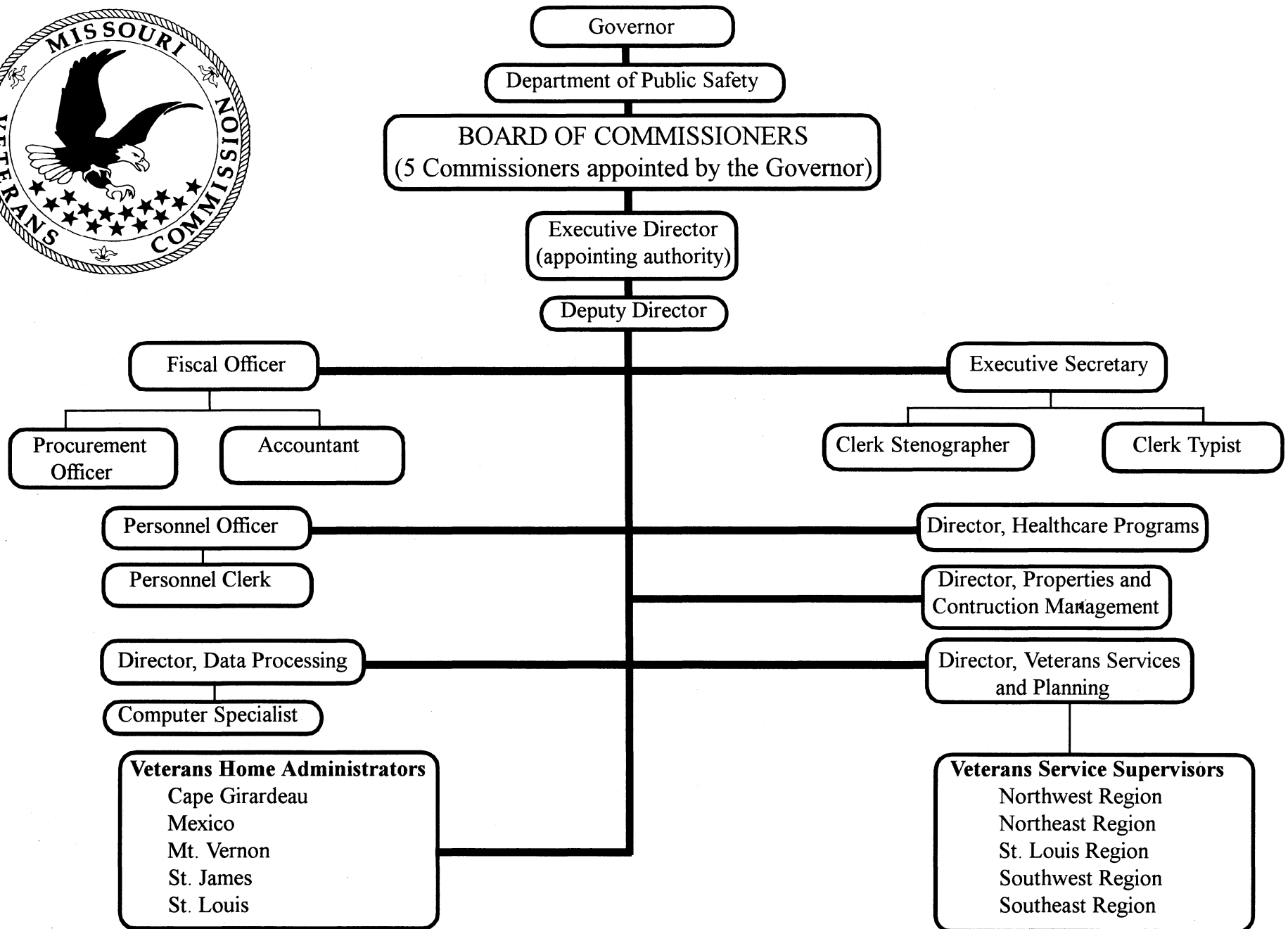
***Director's Comments***

During the 1996 fiscal year, the Veterans Commission completed its strategic planning process. An executive summary of the plan is included in this report. The plan provides a roadmap for our future, with benchmarks to ensure our progress. As benchmarks are met, new issues will be identified, so that the plan is continuously updated.

The General Assembly this year passed, and Governor Carnahan signed into law, HB 832, which provides a funding source and authority to construct state veterans cemeteries. This law greatly expands the Commission's responsibility. During the upcoming year, the Commission will evaluate site proposals and apply for federal matching funds to begin construction of state veterans cemeteries.

In addition to cemeteries, we expect federal matching funds to be available to begin construction of state homes at Cameron and Warrensburg very soon. Also, we will request from the General Assembly, construction funds to build a new home at Mount Vernon, and add 100 beds at St. Louis.

With the planned expansion of state home beds, and added responsibility of the state cemetery system, the Commission's operating budget is anticipated to grow from today's \$21,000,000 to almost \$60,000,000 in less than ten years. Our greatest challenge could become adequate funding for this expanded responsibility.



The Missouri Veterans Commission is a Type III Agency under the Omnibus State Reorganization Act of 1974.



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**MISSOURI VETERANS COMMISSION**  
**STRATEGIC PLAN**  
**1996 - 2001**

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**EXECUTIVE SUMMARY**

**Missouri Veterans Commission's Vision Statement:**

In recognition of the sacrifices made by veterans in service to our country, the Missouri Veterans Commission will lead in the provision of high quality, holistic health care to disabled veterans, and in facilitating timely, quality benefits administration.

The Commission will improve access to services through construction of homes and cemeteries in new geographic areas, expansion of bed capacity in existing homes and creation of specialized services as dictated by veteran needs.

**Missouri Veterans Commission's Mission Statement:**

The Missouri Veterans Homes are dedicated to:

- Provide quality, holistic healthcare to veterans by utilizing all available resources;
- Assist residents in achieving their maximum attainable level of independent functioning;
- Provide a safe, sanitary, comfortable environment conducive to personal dignity and happiness, in a community living setting.

The Service to Veterans Program is dedicated to:

- Facilitate a proper and effective partnership with the U.S. Department of Veterans Affairs, other government agencies, veterans service and other organizations;
- Provide services and benefits to veterans and their families in a responsive, timely, and compassionate manner.

**Missouri Veterans Commission's Strategic Issues and Goals:**

**Issue #1:** The increasingly complex, diverse and changing long term health care needs for veterans dictate that an ongoing assessment of specialized needs be utilized to determine the type of care to be provided and the types of skilled staff and/or training needed.

**Goal:** Provide health care services that meet veterans' needs in the long term care setting, consistent with resource capabilities.

**Outcome:** Allocate resources to adjust to existing and future long term health care needs.



**Issue #2:** The Missouri Veterans Commission must adapt to rapid, ongoing organizational, technological, and health care advances in a continuous quality improvement environment.

**Goal:** Evaluate adequacy of entire quality management structure, with emphasis on monitoring and refinement of both processes and outcomes.

**Outcome:** Organizational commitment to a quality management structure that monitors and measures all factors related to veterans' health care processes and outcomes.

**Issue #3:** The Missouri Veterans Commission must utilize a computerized information management system that allows for comprehensive tracking, trending and analysis of data.

**Goal:** Develop information management systems that allow for tracking of trends and changing patterns in the demographics, needs, and demands of veterans, to permit early identification of changes in the types and modes of service delivery.

**Outcome:** Identify types and modes of delivery services.

**Issue #4:** Demographic change, along with rapid technological and operational change in the Department of Veterans Affairs' processing system requires upgraded technology and training for the Service to Veterans Program staff.

**Goal: 1)** Modernize operations of the Service to Veterans Program by computerizing and utilizing new communication technologies to improve efficiency.

**Outcome:** Equip all STV offices with computers and fax capability.

**Goal: 2)** Improve quality of services provided and increase professionalism of the Service to Veterans staff.

**Outcome:** Provide increased level and quality of services to Missouri veterans.

**Issue #5:** Closure of all but the Jefferson Barracks National Cemetery has left 60% of Missouri's veterans without reasonable access to burial space in a veterans' cemetery.

**Goal:** Establish a State Veterans' Cemetery System.

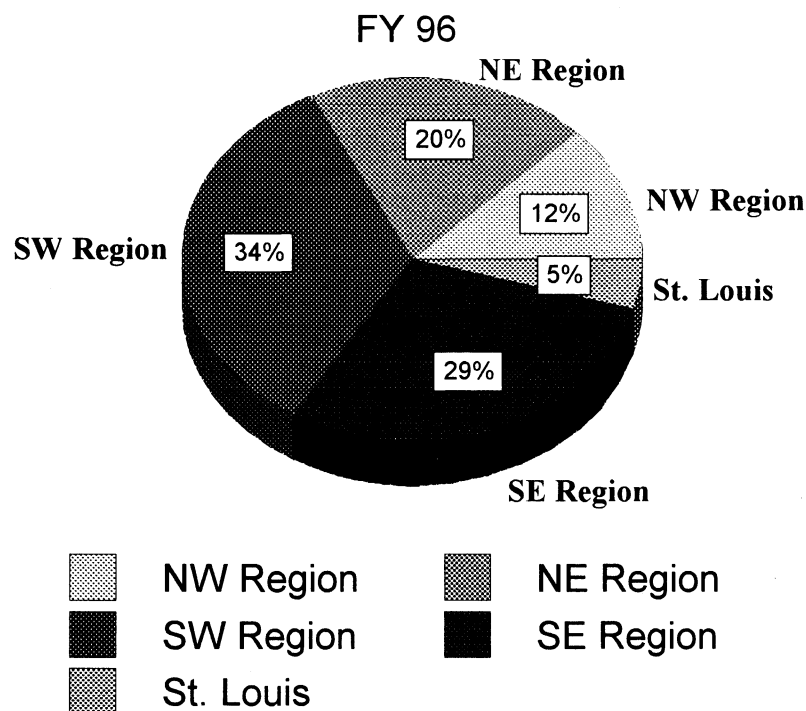
**Outcome:** Develop a multi-site system of state veterans' cemeteries to provide access to burial space for a majority of Missouri's veterans not served by open national cemeteries.



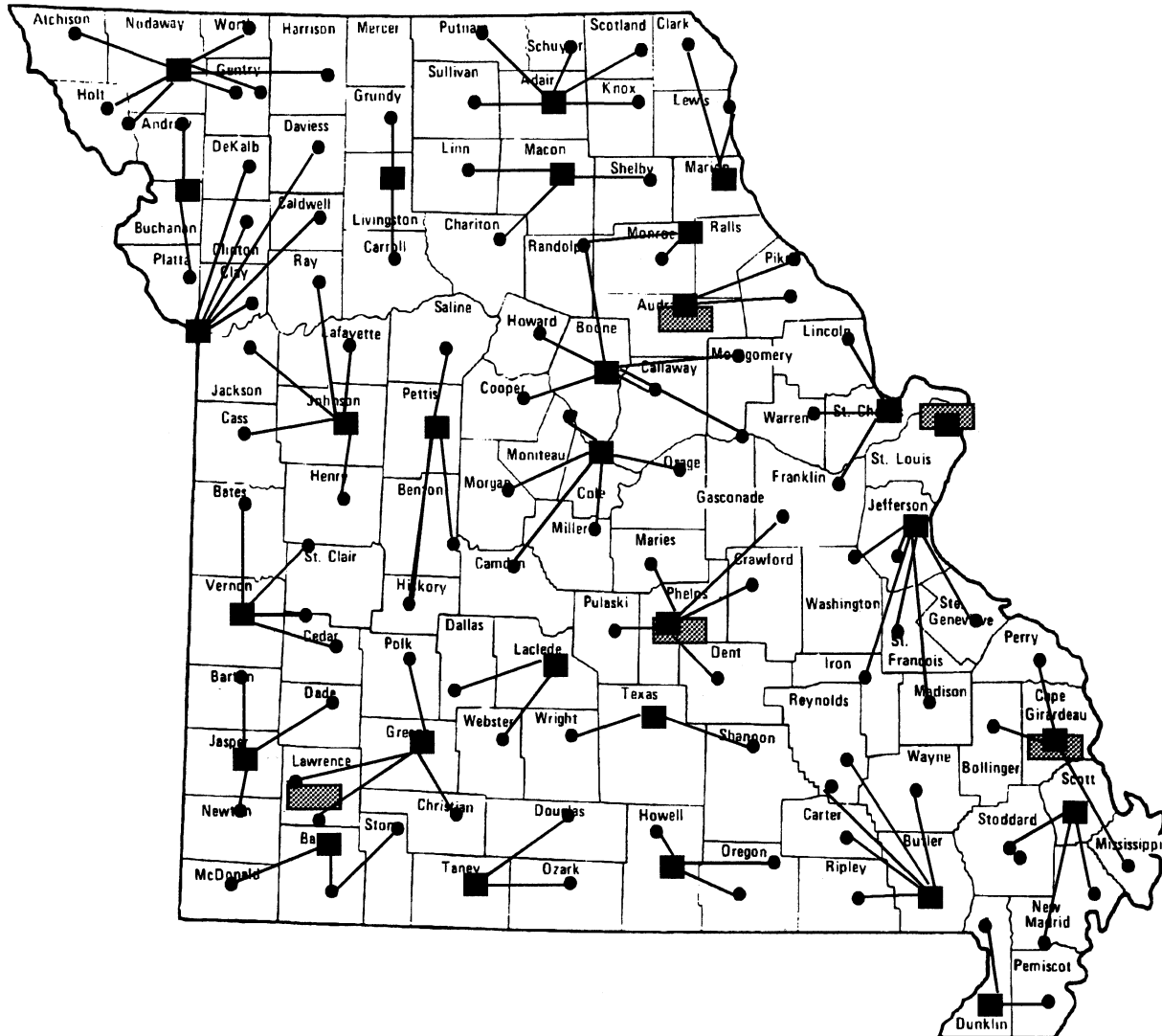
## SERVICE TO VETERANS PROGRAM




The Service to Veterans Program provides a statewide network of Service Officers and Assistants. They both counsel and assist veterans and dependents in their applications for benefits with the Department of Veterans Affairs. In Fiscal Year 1996, these Service Office personnel filed 8,487 claims and 41,852 forms for Missouri veterans and their dependents, resulting in the receipt of over \$42,000,000 in federal benefits.

## Awards by Region



## VETERANS SERVICE OFFICES



-  STV Home Offices  
 Satellite Offices  
 Missouri Veterans Homes





## **VETERANS HOME PROGRAM**

The Veterans Commission currently operates five veterans homes located at St. James, Mount Vernon, Mexico, Cape Girardeau and St. Louis. State funds are available, and we await matching federal funds for construction of two additional veterans homes, 200 beds each; the first at Cameron, and the second at Warrensburg. The Commission will request additional funding from the General Assembly for state funds to construct a new veterans home at Mount Vernon, and to add 100 additional beds at the St. Louis Veterans Home. These requests will complete the Commission's long range plans for state veterans home construction.

State funding for all veterans homes construction is derived from admissions to riverboat revenues. Revenues from that source are more than adequate to complete veterans home projects. Planned construction would increase bed capacity for veterans in state veterans homes to 1350. The statewide waiting list for admission to veterans homes is over 500 at the present time. The Missouri Veterans Homes are licensed by the Missouri Veterans Commission and certified for per diem payments by the U. S. Department of Veterans Affairs.

Any veteran who is in need of nursing care may seek admission to any veterans home by filing an application with the home of his or her choice. Operations of the homes are funded through a combination of state general revenue, federal per diem payments through the Department of Veterans Affairs, and charges to the veteran, based on the individual's ability to pay.

### **MISSOURI VETERANS HOMES**

St. James Veterans Home, 620 N. Jefferson, St. James, MO 65559-1999  
Becky Collet, Administrator

Mt. Vernon Veterans Home, 600 N. Main, Mt. Vernon, MO 65712-1098  
Martha Bartelesmeyer, Administrator

Mexico Veterans Home, 920 Mars, PO Box 473, Mexico, MO 65265-0473  
Robert Bohrer, Administrator

Cape Girardeau Veterans Home, 2400 Veterans Memorial Drive, Cape Girardeau, MO 63701  
Dr. Sam McVay, Administrator

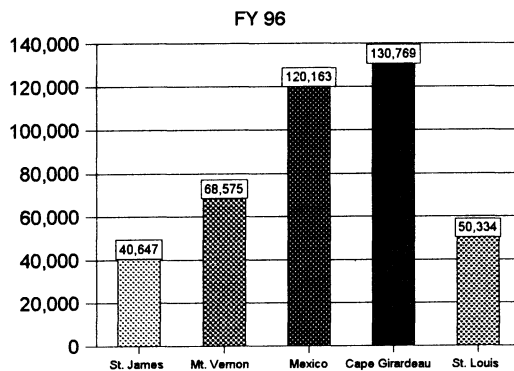
St. Louis Veterans Home, 10600 Lewis & Clark Blvd., St. Louis, MO 63136  
James Daake, Administrator



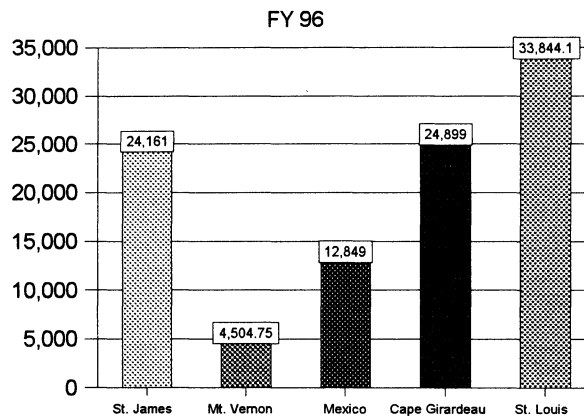
## VOLUNTEERS

Volunteers provide a tremendous resource for Missouri Veterans Home residents. The accompanying charts depict the amount of money and volunteer hours donated to each home during fiscal year 1996. When adjusted for facility size, the degree of community involvement is very similar. Please note that facilities with lower participation in volunteer hours, generally show higher participation in monetary donations, and the reverse is also true. For more information about individual facility volunteer programs, please contact the home.

### DONATIONS



### VOLUNTEER HOURS



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## VETERANS TRUST FUND



Donations to the Veterans Trust Fund were up approximately 6% during FY 1996.

Expenses delineated below relate, for the most part, to enhancing direct caregivers' skills for special needs units (Alzheimers and dementias) at our five veterans homes. Some printing and advertising expenditures were for brochures and advertising specialities to promote the Veterans Trust Fund, and to print this annual report.

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### VETERANS TRUST FUND REVENUE AND EXPENDITURE SUMMARY FY 1996

<b>Beginning Balance</b>	<b>\$292,733.00</b>
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#### Income

Tax Check-Off	51,340.00
Direct Donations	516.00
Interest Income	15,992.00
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	67,848.00

#### Expenses

Travel	\$4,355.00
Printing, Advertising, & Publications	7,739.00
Supplies	2,050.00
Educational Services	2,955.00
Professional Development	18,854.00
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	(35,953.00)

<b>Ending Balance</b>	<b>\$324,628.00</b>
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## VETERANS TRUST FUND CONTRIBUTIONS

Individuals and corporations may "check off" on their Missouri tax returns to donate any amount over \$2.00 of their tax refunds to the Veterans Trust Fund, or make a donation by including a separate check with their returns.

The Veterans Trust Fund contributes to the quality of services that the Missouri Veterans Commission is able to provide to the state's 586,000 veterans. Contributions are tax deductible.

For more information, or to make a contribution, please call or write:

**THE VETERANS TRUST FUND**  
**c/o Missouri Veterans Commission**  
PO Drawer 147  
Jefferson City, MO 65102  
(314) 751-3779

## OPERATING BUDGET SYNOPSIS FY 1996

TOTAL COMMISSION APPROPRIATION	\$21,215,505
Governor's Withholdings	(179,751)
<b>Available for Operations</b>	<b>21,035,754</b>
OPERATING BUDGET PER PROGRAM	
Central Office & Service to Veterans Program	1,929,190
Governor's Reserve	(25,000)
<b>Available for Operations</b>	<b>1,904,190</b>
Veterans Homes Program	19,286,315
Governor's Reserve	(154,751)
<b>Available for Operations</b>	<b>19,131,564</b>



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## **VETERANS COMMISSION CAPITAL IMPROVEMENTS FUND**

The 88th Missouri General Assembly passed HB 832 which changed the Veterans Home Capital Improvements Fund to the Veterans Commission Capital Improvements Fund. The purpose of this change was to allow monies to be appropriated from the fund to build state veterans' cemeteries.

The Veterans Home Capital Improvements Fund was originally established with a 5-year sunset, and it was anticipated that some \$30,000,000 would be generated by the fund from admissions to riverboats during the five years prior to sunset. This would provide adequate funds to build all the additional veterans home projects that the Commission had planned.

From the first two years of revenues to riverboat admissions it was clear that the fund would generate much more than the \$30,000,000 necessary to build veterans homes, so the General Assembly expanded the scope of the fund to allow construction, not only of veterans homes, but of cemeteries as well.

HB 832 also directs the Missouri Veterans Commission to seek federal matching funds for construction of state cemeteries, and to select sites for cemeteries within the state.

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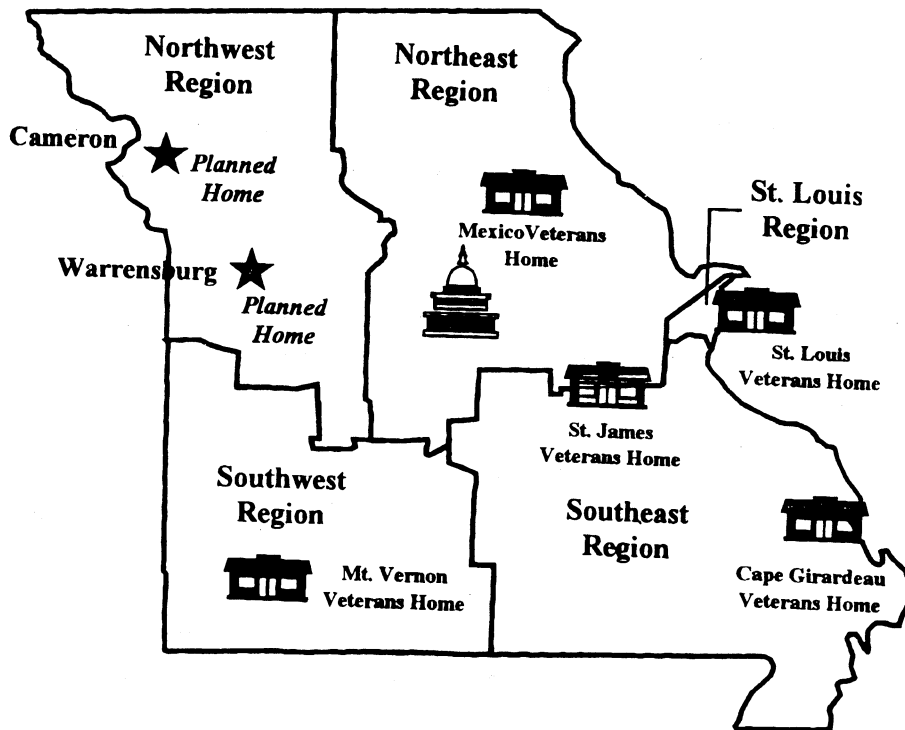
## **COMMISSION PROFILE**

In Fiscal Year 1996, the Missouri Veterans Commission employed nearly 800 individuals. The Service to Veterans Program was staffed by twenty-nine (29) Veterans Service Officers, one Veterans Benefits Claims Representative, five (5) Veterans Service Supervisors, five (5) Veterans Service Assistants, and eleven (11) clerical personnel. This staff served veteran clients in all 114 counties of Missouri.

The Veterans Homes Program was staffed by over 700 employees in a wide range of job classifications. A staff of fifteen (15) employees maintained operations at Commission headquarters in Jefferson City.



# MISSOURI VETERANS COMMISSION



**Veterans Service Regions  
&  
Veterans Home Sites**

